

Child Support Services' records show that you have an Idaho Quest ® account with money available to you. We show that you have not made a withdrawal from your Idaho Quest ® card account in more than a year. According to Idaho law, this money is considered abandoned and must be sent to the Unclaimed Property Division of the State Tax Commission.

It is possible that you currently have your child support being deposited into your checking or savings account and still have money in an Idaho Quest ® account because:

- You may have closed or changed your bank account and your child support payments were re-directed to an Idaho Quest ® account until our office received a new direct deposit form.
- We may not have received the direct deposit request prior to money being deposited into an Idaho Quest ® card account.

If you do not have an Idaho Quest ® card, you can either contact JP Morgan EFS at 1-888-432-4328 or visit your local Idaho Child Support office and request that one be issued. The Child Support office cannot give you funds from the Idaho Quest ® card, however they can provide you with information on how to use it.

If your card has been lost or stolen or you have forgotten your personal identification number (PIN), please contact JP Morgan EFS at 1-888-432-4328. They will ask for specific information to verify your identity. If your information does not match what they have, please contact Child Support Customer Service at 1-800-356-9868 or, in the Boise area, 334-2479 to correct the information. The balance remaining in your account can be obtained at an ATM, a point-of-sale machine, JP Morgan EFS Customer Service (1-888-432-4328) or by visiting the IdahoQuestCard.com website.

If you now live out of state and need assistance in locating access for your Idaho Quest ® card, contact us at 1-800-356-9868.

If you have made a recent debit from your Idaho Quest ® card, the money remaining in your account will not be sent to Unclaimed Property. However, if you have never used your Idaho Quest ® card or have not used it in over a year, the money that was deposited into your account more than a year ago will be sent to Unclaimed Property on or after <<120 days>>. After the money has been sent to the Unclaimed Property Unit of the State Tax Commission, you must contact them if you wish to retrieve the money. Unclaimed Property will require verification that you are the owner of the money and there may be costs involved in providing that proof.

Sincerely,

Child Support Services/Self Reliance Program